

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Eric Scott Leathers

#### Missouri Enterprise

#### Eric Scott Leathers Aims For Highest Quality Standards

##### Client Profile:

Eric Scott Leathers designs, fabricates, assembles, and distributes a variety of quality leather, nylon, and promotional products. Established in 1985, the company's major customers now include Clarke American, Franklin Covey, and Harley Davidson. Located in St. Genevieve, Missouri, Eric Scott Leathers employs less than 100 people.

##### Situation:

Eric Scott Leathers has grown and thrived by offering superior service, first time quality, and rapid response time. The company's commitment to quality standards motivated it to begin exploring compliance with the ISO 9000 quality standard, notably by documenting its quality systems. When the company decided to pursue complete compliance to ISO 9001:2000 as part of their continuous improvement initiatives, it contacted Missouri Enterprise, a NIST MEP network affiliate, for assistance.

##### Solution:

Missouri Enterprise reviewed Eric Scott Leather's quality manual and systems in an initial assessment to identify gaps in the companies current documentation and areas that required additional effort to comply with ISO's exacting standards. Missouri Enterprise coached Eric Scott Leathers through the writing of a Quality Policy Manual and developed procedures needed to bring it up to the ISO 9001:2000 standard. Missouri Enterprise also administered plant-wide employee ISO 9001:2000 orientation training. Eric Scott Leathers is now fully compliant to the ISO 9001:2000 standard and is in a position to expand its business to new markets, increase sales, and grow the company.

##### Results:

Achieved compliance with ISO 9001:2000 quality standard.

Improved competitive position within the industry.

Anticipating increased sales.

Anticipating increase in company workforce.

##### Testimonial:

"Missouri Enterprise was a true pleasure to work with. With [Missouri Enterprise]'s expertise, assistance, and guidance, we were able to successfully

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complete our objective on time and in a cost effective manner. We feel that the ISO documentation and systems put in place have allowed us to better and more effectively serve our customers, allowing for future business development and growth."

Michelle Daniel, Business Planning/Systems Manager